

Dear Veteran or Family Member:

About a month ago, we informed you about your selection to participate in a national study of customer satisfaction with the VA home loan guaranty process. You were selected to participate in this survey as part of a national sample of persons who have recently used the VA Home Loan Guaranty program to purchase or refinance their homes. In case you did not receive or have lost your questionnaire, a replacement is enclosed.

**If you have already mailed in your completed questionnaire, or completed the online version of the survey, please DO NOT complete this replacement survey.** However, if you have not yet replied, I am writing again to request your help in this important study.

**IMPORTANT— You have the choice to complete the survey either online OR via the enclosed questionnaire. You should complete the survey using ONLY ONE of these formats.**

<b><u>OPTION 1: WEB-BASED SURVEY</u></b>	<b><u>OPTION 2: PAPER-BASED SURVEY</u></b>
<p>Fill out the Survey on the Internet at: <b><u><a href="http://www.VALoanVeteranSurvey.icfcaliber.com">www.VALoanVeteranSurvey.icfcaliber.com</a></u></b></p> <p><b>Your Password: XXXXXX</b></p> <p>Follow the on-screen directions to complete the survey. Once you've completed the survey online, throw the enclosed survey form away.</p>	<p>Fill out the Survey using the enclosed form and a pencil or pen (black or blue ink).</p> <p>After you have completed the survey, simply return it in the postage-paid envelope.</p>

**As a reminder, it is important for you to know that your answers will not affect your current or future benefits.** Please also know that **any information you provide on this survey will be confidential**, and will not be linked to you. Again, if you have not yet replied, please take the time to complete the survey.

Any questions about this survey may be directed to a Caliber/ICF representative toll-free at 1 (866) 890-2030. With your help, we can improve our service to you and the many others who have served our country so well. Thank you in advance for helping us in this important work!

Sincerely yours,

Keith Pedigo  
Director, Loan Guaranty Service

*P.S. For information regarding VA benefits, please visit VA's homepage at <http://www.va.gov/>.*